

The Effects of Music on Employee Affect

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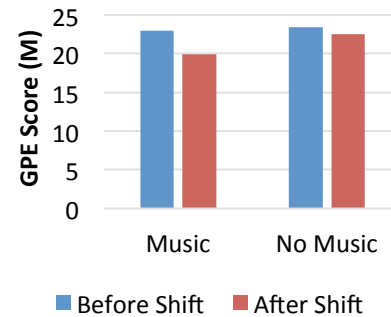
Introduction

Employee satisfaction is an imperative element to a successful office, business, or organization. Satisfied employees drive business forward; increasing efficiency, productivity, and time on task (Lesiuk, 2005). Businesses invest a sizable amount of their budget on measuring, improving, and facilitating employee satisfaction. One way to measure employee satisfaction is to understand the moods of employees during working hours. Positive mood facilitates a more pleasant working environment, and in turn can lead to greater employee satisfaction. Negative and positive affect are vary as elements of mood. Individuals who score high in measures of negative affect are prone to experience a diverse array of negative mood states (anxiety, depression, hostility, and guilt). Individuals who score high in measures of positive affect are prone to describe themselves as cheerful, enthusiastic, confident, active, and energetic. Positive people tend to be more satisfied with their jobs, and this satisfaction in turn helps individuals maintain a positive level of general life satisfaction, further enhancing their positive affectivity (Landy & Conte, 2013). Mood can lead to employee satisfaction and to efficiency and productivity, my thesis will focus solely on mood and the mood induction effect of music. Research has suggested that music is the language of emotion (Fiske, 1996). Music has been shown to have an altering effect on mood because of the unique emotions that individuals experience while listening to music.

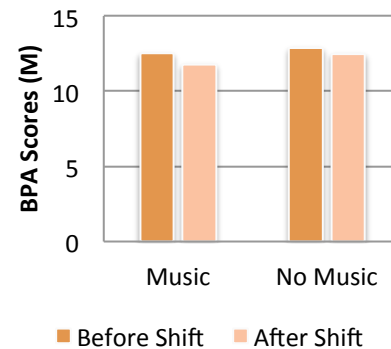
Method

Over a span of 2 weeks, I distributed background questionnaires (see appendix C) to 18-20 employees. After the employees signed their informed consents (see attached Appendix F), they completed the questionnaires. The questionnaires determined demographic variables such as music preference, music experience, and hours spent listening to music. Each participant was exposed to both music and no-music conditions. The participants were assigned to each of their music condition or their no-music condition based on particular shift schedule (e.g., music condition will be carried out on a 2-hour Monday shift, and no-music condition will be carried out on the following 2-hour Monday shift). The study was a repeated measures design, as each employee was exposed to both music and no-music conditions

General Positive Emotion according to time of administration and music condition (n = 10)



Basic Positive Affect according to time of administration and music condition (n=10)



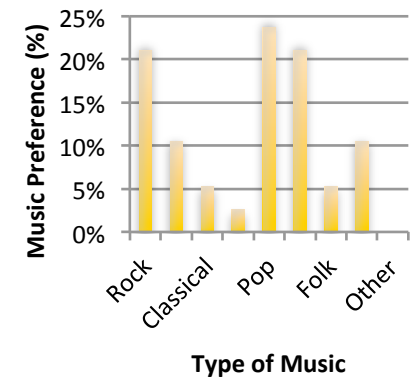
Results

Overall, GPE was higher when music was not present than when it was. The combined mean for GPE in the music condition is $M=21.5$ ($SD = 3.83$). The combined mean for GPE in the no-music condition is $M=22.95$, ($SD = 2.94$). That is the change in Basic Positive Affect for music while appearing greater is actually no greater than that change in BPA for the no-music condition. Neither was there a result from analysis of a main effect of music, $F(1, 9) = .496$, $p > .05$, such that BPA scores are no higher when music is heard while working, regardless of when BPA is measured. The combined Means for BPA in the music condition is $M=12.13$, ($SD = 3.82$). The combined Means for BPA in the no music condition is $M=12.66$, ($SD = 2.26$).

Conclusion

The results of music effecting the General Positive Emotion, General Negative Emotion, and Basic Positive Affect do not support the original hypothesis. That is, the results do not indicate a change in affect based on experience of music. Originally, a positive change in mood was predicted when employees were exposed to music more so than when employee were not exposed to music. The results do not show any significant change in affect regardless of the presence of music. The study presented can provide a better understanding for the role of music in a work setting. The effects music has on employee mood can lead to greater understanding of moods in the workplace, and can lead to a stronger initiative to improve on employee satisfaction. This study can lead companies to understand that moods are important for an effective workforce, and altering those moods through music is possible.

Music Enjoyment on Music Experience Questionnaire



References

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- Haake, A. B. (2011). Individual music listening in workplace settings: An exploratory survey of offices in the UK. *Musicae Scientiae*, 15(1), 107-129.